

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Y H America, Inc.

#### Kentucky Manufacturing Assistance Center

#### YH America Stays Cool with OEMs After KMAC Quality Training

##### Client Profile:

YH America, a Tier 1 automotive supplier located in Versailles, Kentucky, is a subsidiary of Japan-based Yokohama Rubber Company. A certified QS-9000 facility, YH America manufactures and sells automotive air conditioning and power steering hose and tube assemblies, as well as brake tube and hydraulic hose assemblies, plus general industrial machinery and assembles hoses and fittings. It also makes and markets automotive windshield sealant and hotmelt adhesives for vehicle lamps. Currently, YH America employs 315 people.

##### Situation:

The American automotive quality standard QS-9000 is being replaced by an international automotive quality standard called ISO/TS 16949. ISO/TS 16949 is the result of a phased-in industry approach to developing a single standard for the entire automotive supply chain, including design/development, production, installation and servicing of automotive components. It has become a mandatory set of requirements for many automotive OEMs in North America and Europe. To continue as an OEM supplier, and attract new customers, YH America quality personnel needed to be updated with TS 16949's differences and what changes needed to be made to meet these standards. The company had worked with the Kentucky Manufacturing Assistance Center (KMAC) a NIST MEP network affiliate, previously, and once again contacted KMAC for help.

##### Solution:

YH America's situation was a perfect match for KMAC's Registrar Accreditation Board (RAB)-registered Internal Auditor, Vicki Ruszczyk, who also is an AIAG certified ISO/TS16949 Supplier Auditor. Working closely with YH American quality and management employees, Ruszczyk conducted on-site training that included: history of the standard, registration process, documentation and implementation recommendations, Process Related Systems, the specific requirements of ISO/TS 16949:2002, Core Tools, mock practice audits, auditor tips, techniques, and conforming/non-conforming case study exercises to ensure understanding of the requirements, and audit steps related to doing and recording the audit results. At the end, YH America quality personnel had a better and more complete understanding of the ISO/TS 16949:2002 system, its support standards and guidelines, the core internal auditing tools and how they are applied, and most importantly, the knowledge to perform process driven internal audits of the YK America system.

##### Results:

- \* Achieved ISO/TS 16949 certification.
- \* Achieved a more competitive and profitable position.
- \* Gained entry into new or better markets; increased sales by \$500,000.

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- \* Retained sales of \$800,000.
- \* Invested \$600,000 in plant and equipment.
- \* Created 3 new jobs and retained 3 jobs.
- \* Reduced work-in-process inventory.
- \* Improved business and strategic planning.
- \* Improved customer satisfaction.
- \* Increased sale per employee.

### **Testimonial:**

"Like other automotive suppliers, meeting client-established deadlines for the new global quality standards is a necessity if we want to satisfy current and future clients. Understand, implementing, and sustaining new standards is always a challenge. KMAC's professional and qualified staff provided us with a clear and comprehensive understanding of what the new TS 16949 standards were, how they were different, and what we needed to accomplish to achieve certification. We are very satisfied with the services and would definitely use their services in the future."

Gennelle Meads, QS/Environmental Coordinator